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## Impact of Pharmacy Patient Education Programs on Medication Related HCAHPS Scores

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# Impact of Pharmacy Patient Education Programs on Medication Related HCAHPS Scores

Ana Lopez-Samblas, PharmD, FASHP; Maria C. Rojo-Carlo, PharmD, BCPS; Aixa M. Rey, PharmD; Maria Perez-Arias, PharmD

## Background

- Hospital Consumer Assessment Healthcare Providers and Systems (HCAHPS) Survey is used to calculate incentive payments in Value-Based Purchasing.
- The HCAHPS *Communication about Medications* domain evaluates how staff members communicate to patients about new medications regarding:
  - *Indication for use*
  - *Side effects*
- The Transition of Care questions ask how clearly patients understood the purpose of taking each of their medications upon discharge.
- The results of the medication related HCAHPS scores from two medical surgical units were studied to assess the impact of two pharmacy patient education programs:
  - Medication Education (MedEd)
  - Transition of Care (ToC)

## Program Description

### Medication Education (MedEd) Program

- Review medication indications and possible side effects with inpatients, with emphasis on new medications prescribed during hospitalization
- Answer questions from patients regarding their medications

### Transition of Care (ToC) Program

- Review discharge medication reconciliations and prescriptions
- Resolve concerns prior to discharge
- Assist with prescriptions that are difficult to fill in community pharmacies
- Provide patient education on how to take their medications post discharge and explain changes in pre-hospitalization regimens
- Provide a wallet-sized “Health Passport” listing medications to continue post-hospitalization

Both programs are conducted by pharmacy students and interns under the preceptorship of pharmacists.

## Purpose

- Determine the impact of the ToC and MedEd programs on:
  - percentile HCAHPS score of patients responding “*always*” to the Communication about Medications question
  - percentile HCAHPS score of patients responding “*strongly agree*” to the Transition of Care medication question
- Determine which program demonstrates a stronger correlation with positive results in the medication related HCAHPS questions

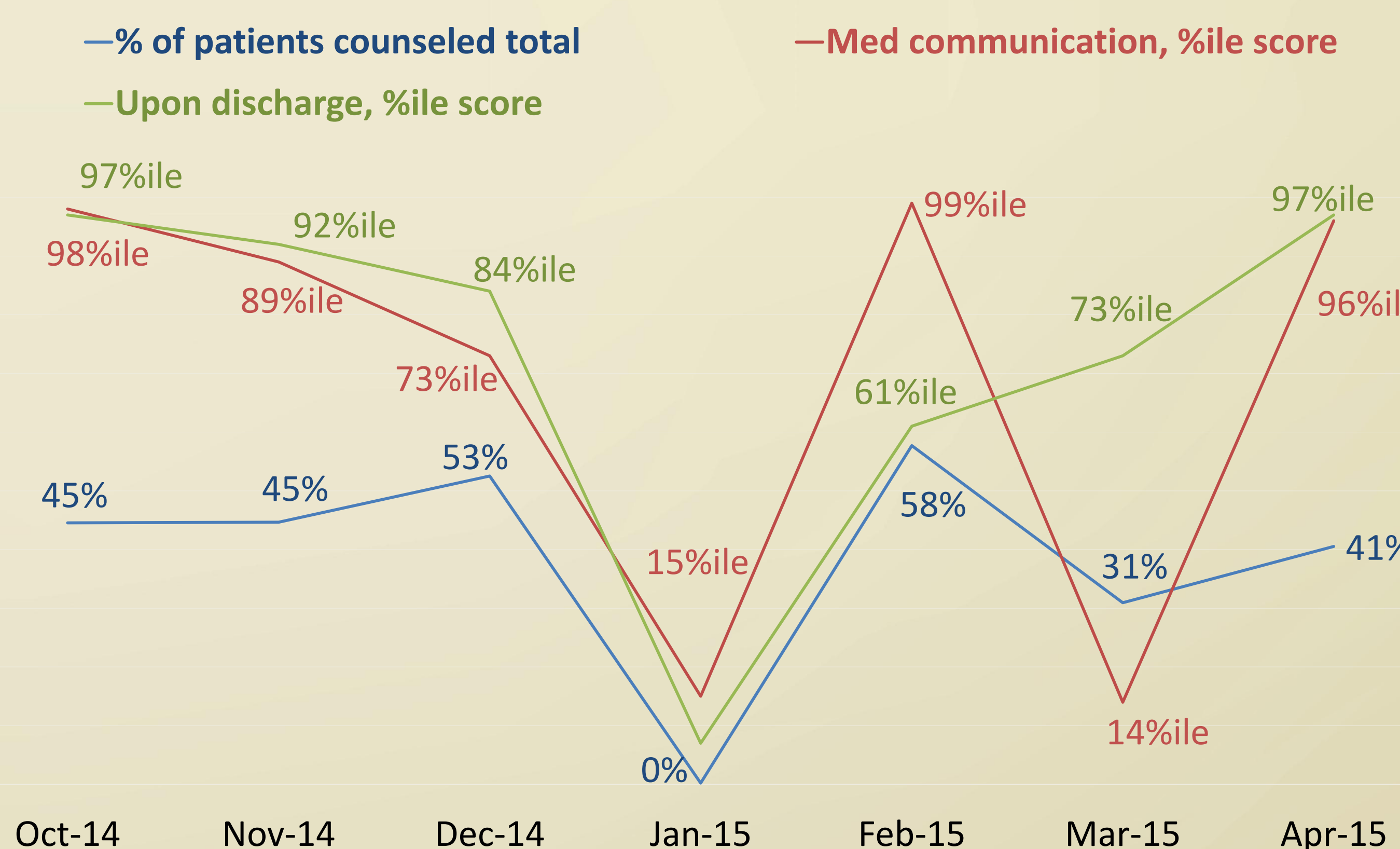
## Methods

- Documentation of patient teaching performed as part of the MedEd and ToC programs was utilized for the analysis.
- The percent of patients counseled was determined by dividing the number of educational encounters by the number of patient discharges from the two medical surgical units where the programs were conducted.
- Percentile HCAHPS scores were obtained from Press Ganey reports.
- The correlation between the percent of patients counseled and HCAHPS percentile scores in each of the programs was calculated.

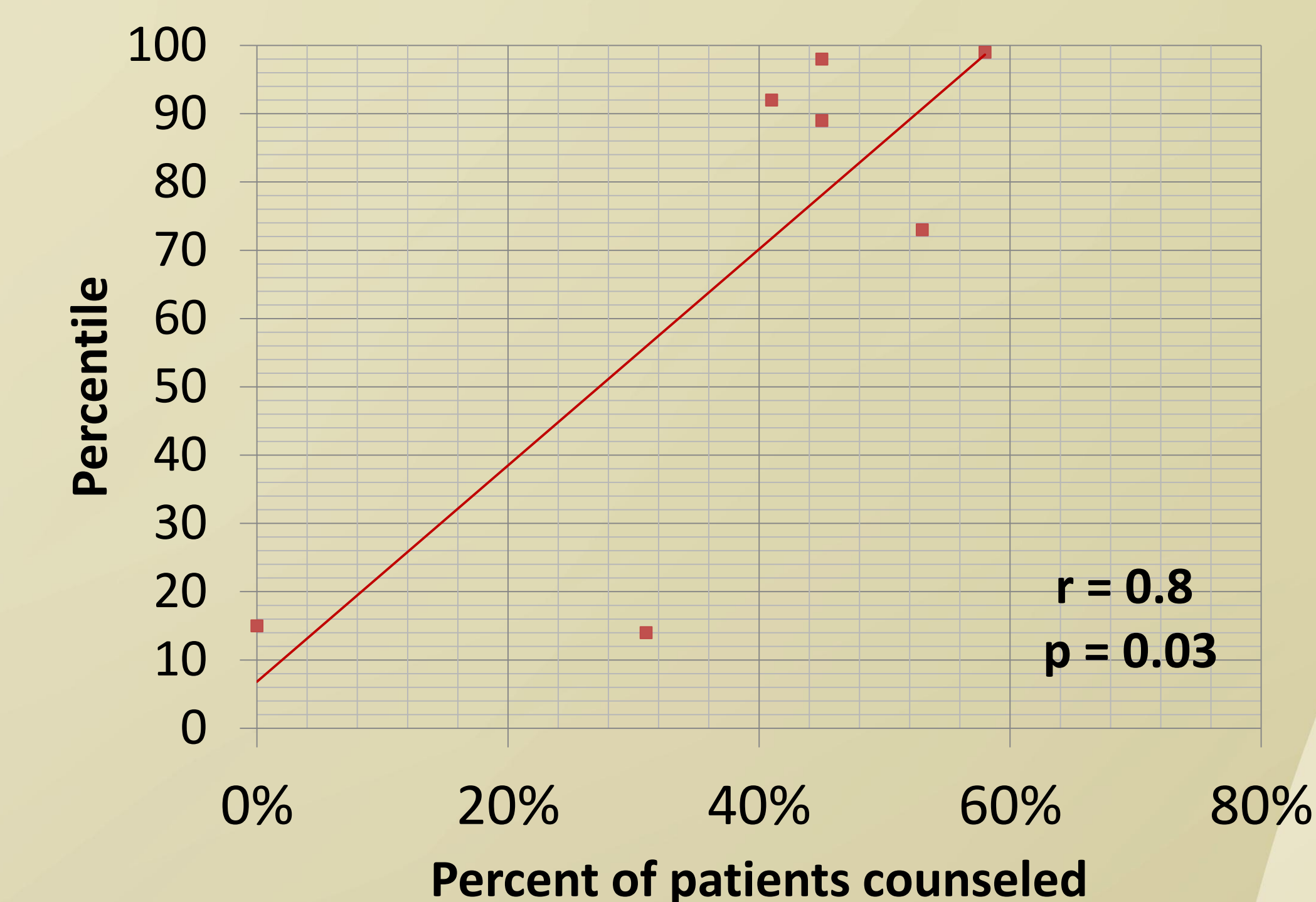
## Results

- A total of 1,265 educational interventions (463 ToC discharge counseling and 802 MedEd) were conducted from October 2014 to April 2015.
- A total of 3,274 patients were discharged from the two medical/surgical units during the 7 month study period.
- Returned surveys:
  - 164 (5% of patients discharged) responding to the Communication about Medications question
  - 255 (8% of patients discharged) responding to the Understanding Medications Upon Discharge question

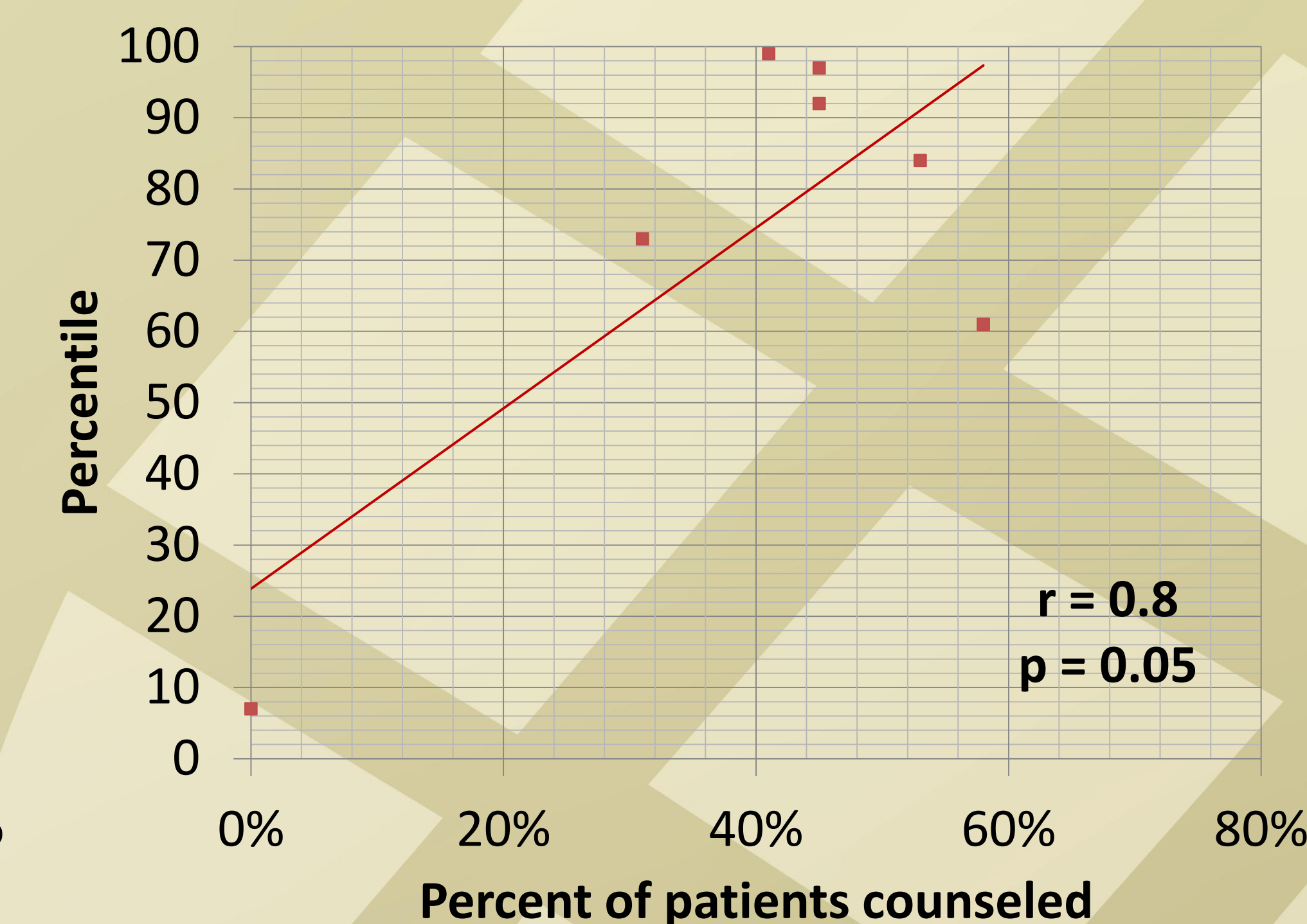
Relationship between percent of patients counseled and HCAHPS %ile score



Correlation between percent of patients counseled and medication communication percentile score



Correlation between percent of patients counseled and understanding medications upon discharge percentile score



- There is a statistically significant correlation between the percent of patients counseled and the percentile HCAHPS scores for Communication about Medications and Understanding Medications Upon Discharge.
- There is a statistically significant correlation between the percent of patients receiving ToC and the percentile HCAHPS scores for Communication about Medications and for those receiving MedEd and Understanding Medications Upon Discharge. There was no significant correlation between MedEd and Communication about Medications, or those receiving ToC and Understanding Medications Upon Discharge.

## Discussion

- The utilization of the pharmacy students/interns (and the inherent variability in their schedules) provided an opportunity to assess the impact of the programs on HCAHPS scores. Gaps in the student/intern schedules demonstrated a direct correlation between patient counseling (when students were absent/present at our site) and the HCAHPS scores.
- Although the MedEd and ToC programs have different educational content and intents, a positive correlation was found between pharmacy education and patients’ responses to the medication related HCAHPS questions, irrespective of the type of education the patients received.
- Our data suggests that a single memorable patient education interaction, where pharmacy staff connects with the patient/family, can positively influence patient responses on medication related HCAHPS questions.
- This data was utilized to support the hiring of pharmacy interns in April 2015 to provide consistent coverage of both pharmacy patient education programs.

## Conclusion

Educational programs in which pharmacy staff counsels patients about their drug therapy can have a positive impact on medication related HCAHPS scores.



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